Emergency Room Patient Experience Survey

Patient Name:

Hospital Name:

Patient Address:

Hospital Address:

Email:

Instructions: Please answer the following questions. Some questions only require you to tick the answer that best answers the question, while some will have you elaborate on your answers.

When you were rushed to the emergency room, were you taken by an ambulance, or did someone else drive you there? If it's the latter, who drove you to the emergency department?

- ☐ I was taken there by an ambulance
- ☐ Someone took me there: _____

When you arrived at the emergency department, how long did it take before someone attended to you?

- ☐ Got attended to in less than 5 minutes
- ☐ Got attended to between 5 and 15 minutes
- ☐ It took more than 15 minutes before someone attended to me

Did you get care within 30 minutes after arriving at the emergency department?

- ☐ Yes, after being attended to by staff, doctors and nurses provided treatment within 30 minutes
- ☐ No, it took them over 30 minutes before doctors and nurses took me in for treatment

While you were in the emergency room, did the attending doctors/nurses ask you about any medicines you were taking?

- ☐ Yes
- ☐ No

By any chance, did attending practitioners give you any medicine, and did they explain what the medicine was for and the possible side effects you might feel?

- ☐ Yes, I was given medicine and they explained to me the possible side effects
- ☐ Yes, I was given medicine but they didn't explain anything about them
- ☐ I don't know. I was unconscious/delirious at that time
- ☐ No, they didn't give me any medicine

During your time in the emergency room, were you given any tests? If so, what tests were you given?

- ☐ Yes, they gave me:
- ☐ No

Did attending practitioners discuss these tests and results with you?

- ☐ Yes
- ☐ No
- ☐ I didn't take any tests

During your visit, how often did nurses listen to you?

- ☐ They never listened to me
- ☐ They sometimes listened to me
- ☐ They usually listened to me
- ☐ They always listened to me

Did these nurses treat you with courtesy and respect?

- ☐ They didn't show me courtesy and respect at all
- ☐ They sometimes showed me courtesy and respect
- ☐ They usually showed me courtesy and respect
- ☐ They always showed me courtesy and respect

Did these nurses explain things to you in a way you could understand?

- ☐ They didn't explain things in ways I could understand
- ☐ They sometimes explain things in ways I could understand
- ☐ They usually explain things in ways I could understand
- ☐ They always explain things in ways I could understand

During your visit, how often did the doctor(s) listen to you?

- ☐ They never listened to me
- ☐ They sometimes listened to me
- ☐ They usually listened to me
- ☐ They always listened to me

Did the doctor(s) treat you with courtesy and respect?

- ☐ They didn't show me courtesy and respect at all
- ☐ They sometimes showed me courtesy and respect
- ☐ They usually showed me courtesy and respect
- ☐ They always showed me courtesy and respect

Did the doctor(s) explain things to you in a way you could understand?

- ☐ They didn't explain things in ways I could understand
- ☐ They sometimes explain things in ways I could understand
- ☐ They usually explain things in ways I could understand
- ☐ They always explain things in ways I could understand

Before being discharged, did attending practitioners prescribe any medicines to you?

- ☐ Yes, they did
- ☐ No

Did they explain to you what the medicine's for?

- ☐ Yes, they did
- ☐ No, they didn't
- ☐ They didn't give me any prescriptions

Did they inform you about any health problems and related symptoms to be on the lookout for?

- ☐ Yes
- ☐ No

Did they also talk to you about getting follow-up care?

- ☐ Yes
- ☐ No

Did they also talk to you about why you should get follow-up care?

- ☐ Yes, they did and they were very clear
- ☐ No, they didn't explain why but told me to get follow-up care
- ☐ They didn't talk to me about getting follow-up care

Did they talk to you about how to go about getting follow-up care?

- ☐ Yes, they gave me detailed suggestions
- ☐ No, they didn't explain why but told me to get follow-up care
- ☐ They didn't talk to me about getting follow-up care

From a scale of 0-10 (with 0 being the absolute worst and 10 being the absolute best), how would you rate your overall experience in the emergency room?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Would you recommend this emergency department to others?

- ☐ Absolutely
- ☐ Yes, with reservations:
- ☐ Absolutely not

Additional Comments